UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/759,318	01/16/2004	Editt Gonen-Friedman	ORCL5643 DIV	8350

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EXAMINER
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ART UNIT	PAPER NUMBER
3691	

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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

	Application No.	Applicant(s)
Office Action Summary	10/759,318	GONEN-FRIEDMAN ET AL.
	Examiner	Art Unit	
	Chuks Onyezia Esq.	3691	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>24 October 2007</u>.

2a)☐ This action is **FINAL.**   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>28-36 and 40-47</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>28-36 and 40-47</u> is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on <u>16 January 2004</u> is/are: a)☒ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)
2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3)☐ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____ .
5)☐ Notice of Informal Patent Application
6)☐ Other: _____.

DETAILED ACTION

Continued Examination Under 37 CFR 1.114

1.   A request for continued examination under 37 CFR 1.114,

including the fee set forth in 37 CFR 1.17(e), was filed in this

application after final rejection. Since this application is

eligible for continued examination under 37 CFR 1.114, and the

fee set forth in 37 CFR 1.17(e) has been timely paid, the

finality of the previous Office action has been withdrawn

pursuant to 37 CFR 1.114. Applicant's submission filed on

10/24/2007 has been entered.

Response to Amendment

2.   Applicants' amendment and arguments filed on October 24,

2007 have been fully considered and discussed below. It is

noted that applicant has amended claims 28 and 40 also applicant

has canceled claims 37-39. Therefore, claims 28-36 and 40-47 are

pending and currently considered for examination.

Claim Rejections - 35 USC § 103

3.   The following is a quotation of 35 U.S.C. 103(a) which

forms the basis for all obviousness rejections set forth in this

Office action:

(a) A patent may not be obtained though the invention is not identically
disclosed or described as set forth in section 102 of this title, if the
differences between the subject matter sought to be patented and the prior
art are such that the subject matter as a whole would have been obvious at
the time the invention was made to a person having ordinary skill in the
art to which said subject matter pertains. Patentability shall not be
negatived by the manner in which the invention was made.

4.   Claim 28-36, and 40-47 rejected under 35 U.S.C. 103(a) as

being unpatentable over Cross U.S. Patent No. 6,144,726 (PTO-892

Reference A) in view of Robinson et al. U.S. Patent No.

5,915,022 (PTO-892 Reference B) .

5.   As per claim 28, Cross teaches a Computer-implemented and

Internet-based self-service method for a customer to dispute a

pending invoice from a vendor, comprising the steps of:

Accessing, by the customer, a database record corresponding

to the pending invoice to be disputed over a Web site of the

vendor (Col. 11 Lns. 16-21);

Selecting, a reason code for the dispute along with an

identification of a disputed amount in the pending invoice (Col.

9 Lns. 10-13, and Fig. 8);

validating a Credit Memo Request incorporating the selected

reason code and the disputed amount to create a pending Credit

Memo Request (Col. 11 Lns. 45-50);

causing, by the customer, the Credit Memo Request to be

sent to and routed through at least one of a selected process

of the vendor for the selected reason code, a selected hierarchy

of persons empowered to approve Credit Memo Request

incorporating the selected reason code and a primary approver

for the selected reason code (Col. 10 Lns. 13-25, examiner

interprets that the review/approval module is the primary

approver of reason codes);

receiving a notification from the vendor upon approval or

rejection of the pending Credit Memo Request, the disputed

amount being automatically credited to the pending disputed

invoice when the pending Credit Memo Request is approved (Col. 3

Lns. 6-13).

However, Cross does not explicitly disclose that the

dispute process is conducted thru the vendor's Web site.

Robinson teaches customer initiated dispute (Robinson Col.8 Lns.

31-44), via merchant's website (Robinson Col.3 Lns. 47-55). One

of ordinary skill in the arts would have found it obvious to

combine these teachings in this manner, for the purpose of

allowing customer a direct channel of communication to the

merchant (Robinson Col.3 Lns. 55-59).

6.   As per claim 29, Cross and Robinson teach an above

limitations of claim 28. Cross further teaches The method of

Claim 28, wherein the selecting step selects a reason code from

among a group of reason codes including freight charges, taxes,

shipping charges, duplicate invoice, specific invoice line and

at least one vendor-defined reason code (Col. 9 Lns. 10-13, and

Fig. 8; figure 8 illustrates the selection of tax as a reason

code from a group of predefined codes within a pull-down menu).

7.   As per claim 30, Cross and Robinson teach an above

limitations of claim 28. Cross further teaches when the selected

reason code does not fit a reason for requesting the Credit

Memo, the selecting step further includes a step of adding

explanatory comments to a blank field, thereby enabling the

established hierarchy of persons empowered to approve the

validated Credit Memo Request and the primary approver for the

selected reason code to process the Credit Memo Request (Col. 9

Lns. 9-13 and Fig. 8).

8.   As per claim 31, Cross and Robinson teach an above

limitations of claim 28. Cross further teaches the validating

step includes a step of submitting the Credit Memo Request if

the Credit Memo Request is correct and includes the step of

correcting the Credit Memo Request if any information appearing

thereon is incorrect (Col. 11 Lns. 45-50).

9.   As per claim 32, Cross and Robinson teach an above

limitations of claim 28. Cross further teaches the validating

step includes a step of displaying the Credit Memo Request for

the customer and giving the customer a first option to submit

the Credit Memo Request to execute the causing step and a second

option to return to an earlier screen to correct any incorrect

information on the Credit Memo Request (Col. 11 Lns. 45-50, and

Col. 9 Lns. 13-18).

10.   As per claim 33, Cross and Robinson teach an above

limitations of claim 28. Cross further teaches the reason codes,

process, hierarchy and primary approver are defined by the

vendor upon enabling the computer-implemented method (Abstract

Lns. 1-4; examiner interprets use of the billing system as

enabling the method).

11.   As per claim 34, Cross and Robinson teach an above

limitations of claim 28. Cross further teaches a step of

authenticating a customer before allowing the customer to carry

out the accessing step (Col. 7 Lns. 45-55).

12.   As per claim 35, Cross and Robinson teach an above

limitations of claim 28. Cross further teaches a step of

accessing a current status of the pending Credit Memo request in

real time (Col. 10 Lns. 57-61).

13.   As per claim 36, Cross and Robinson teach an above

limitations of claim 28. Cross further teaches a step of marking

the disputed invoice with a legend or indicia indicating that a

Credit Memo Request is pending there against (Col. 11 Lns. 36-

43).

14.   As per claim 40, Cross teaches an Internet-based electronic
self-service system for a customer to dispute a pending invoice
from a vendor, the system comprising:

a database configured to store the pending invoice (Col. 11
Lns. 16-21);

a Web site, the Web site being controlled by the vendor and
accessible by the customer over the internet, the Web site being
configured to allow the customer to remotely access the pending
invoice and to dispute the pending invoice by (Col. 11 Lns. 16-
21):

selecting a reason code for the dispute and at least a
disputed amount in the pending invoice (Col. 9 Lns. 10-13, and
Fig. 8);

validating a Credit Memo Request incorporating the selected
reason code and the disputed amount to create a pending Credit
Memo Request (Col. 11 Lns. 45-50), and

causing the Credit Memo Request to be sent to be processed
through a workflow engine to send and route the Credit Memo
Request through at least one of a selected process for the
selected reason code, a selected hierarchy of persons empowered
to approve Credit Memo Request incorporating the selected reason
code and a primary approver for the selected reason code (Col.

10 Lns. 13-25, examiner interprets that the review/approval
module is the primary approver of reason codes).

However, Cross does not explicitly disclose that the
dispute process is conducted thru the vendor's Web site.
Robinson teaches customer initiated dispute (Robinson Col.8 Lns.
31-44), via merchant's website (Robinson Col.3 Lns. 47-55). One
of ordinary skill in the arts would have found it obvious to
combine these teachings in this manner, for the purpose of
allowing customer a direct channel of communication to the
merchant (Robinson Col.3 Lns. 55-59).

15.   As per claim 41, Cross and Robinson teach an above
limitations of claim 40. Cross further teaches workflow engine
is further configured to send a notification upon approval or
rejection of the pending Credit Memo Request, the disputed
amount being automatically credited to the disputed invoice when
the pending Credit Memo Request is approved (Col. 3 Lns. 6-13).

16.   Claims 42-47 are rejected under rational similar to that
used in the rejections of claims 30, 31, and 33-36 respectfully.

Response to Arguments

17.   Applicant's arguments with respect to claims 28-36, and 40-
47 have been considered but are moot in view of the new
ground(s) of rejection.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Chuks Onyezia Esq. whose telephone number is 571-270-1372. The examiner can normally be reached on Monday – Thursday 9am-5pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Alexander Kalinowski can be reached on 571-272-6771. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.
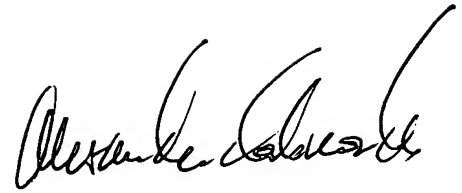
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C. Onyezia 11/07/2007

ALEXANDER KALINOWSKI
SUPERVISORY PATENT EXAMINER